

## CHAPTER 11

# MAIL DIRECTORY SERVICE

Directory service is provided to assist you in delivering mail to personnel, and forwarding or otherwise disposing of mail addressed to personnel no longer at your command. When mail is addressed to a person who is not attached to an activity served by your post office, it is just as important to provide proper disposition of this mail as it is to deliver the mail when the addressee is on board.

Early disposition of mail is the basic purpose of mail directory service. This is true whether the mail is to be delivered on board, forwarded when an addressee has transferred, held pending arrival of the addressee, or given treatment appropriate to certain other categories. Examples of “certain other categories” are mail for casualties and unauthorized absentees.

Each Navy command is required to maintain a mail directory file of all personnel receiving mail through the activity regardless of whether the command operates an MPO. This includes maintaining files on personnel ordered to report and personnel transferred from the activity.

At commands that have an MPO, military postal clerks provide mail directory service as a part of the post office operation. Commands that do not have an MPO, and those receiving mail service through a U.S. civil post office must maintain directory files as part of the unit mail clerk operation or mail orderly system.

Under an agreement between USPS and DOD, DOD agrees to provide directory service for undeliverable-as-addressed military mail and endorse each piece to show a forwarding address or reason for nondelivery. Bear in mind that even though the commanding officer is responsible for directory service, you, as an MPC, are the representative of the commanding officer for postal matters. Thus, you have responsibility for operating and maintaining the directory service for your command.

### POSTAL DIRECTORY FUNCTIONS

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**Learning Objective:** *Recall the procedures for maintaining directory files and for processing directory mail.*

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All postal activities providing mail delivery service to individuals should maintain a directory file

for personnel who receive mail through their facility. Normally, MPOs do not keep postal directory cards for personnel who are served through a “mail address only (MAO)” or subordinate unit mailroom. Directory files should include a record of all personnel served, including those on temporary additional duty (TAD), personnel who are due to report, and personnel who have transferred. Directory files should be maintained as one file. A directory for onboard personnel and another file for transferred personnel is not necessary and should be avoided. In addition, MPOs and unit mailrooms should provide directory service for improperly addressed official mail.

### FILING INSTRUCTIONS

The mail directory file consists of OPNAV Form 5110/5, Notice of Change of Address cards (see figure 11-1). The directory cards should be arranged in alphabetical order, by last name, regardless of rank, rating, or status. Use a set of alphabetical separators to divide the cards (see figure 11-2). Last names starting with the same letter are filed behind the same separator.

Sometimes names such as Brown and Browne or Stevens and Stevenson will match letter for letter up to the end of the shorter name. In such cases the name with the fewer letters is to be filed first; thus Brown should precede Browne, and Stevens should be filed before Stevenson. If the last names are exactly alike, use an individual’s first name and possibly his middle name to determine the filing order.

If your directory is large, you may need to use additional separators within letters. For example, S might be broken down into SA, SE, SM, and ST. Last names beginning with the letter S should then be filed after the closest preceding second letter of the separator, thus Schiller would go after SA; Slade after SE; Souder after SM; and Swain after ST. You will learn from experience and the size of your directory whether your card file should be subdivided within letters.

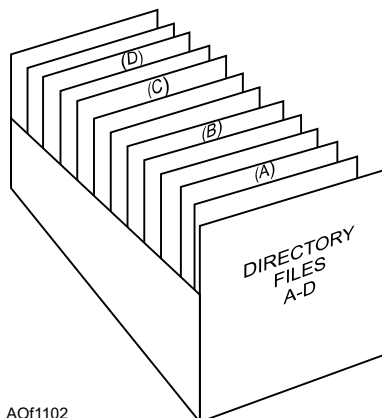
The postal directory file for individuals presently assigned to your command should, as a minimum, contain the complete name, rate/rank, social security

| INDIVIDUAL'S NAME  |     | GRADE   |                                       |
|--|-----|---|---------------------------------------|
| <b>NOTICE OF CHANGE OF ADDRESS</b>   |     |   | DATE<br>23 JUN 01                     |
| OPNAV 5110/5 (Rev 3-90) S/N 0107-LF-0092500  |     |   |                                       |
| NAME (Last, first, middle)<br>PISTOL, VERRY C.   |     | RANK/RATE<br>SK1  | SOCIAL SECURITY NUMEBR<br>888-88-8888 |
| PRIVACY ACT STATEMENT: Authority: Title 39 USC and DOD/US Postal Service Agreement, 2 Feb 59<br>PRINCIPLE PURPOSES: To route or forward (directory) mail. ROUTINE USES: Use by military and civilian personnel in mail functions.<br>Data are inspected by commanders, postal officers, and military and civilian inspectors. Disclosure is voluntary; however, failure to<br>provide the requested information could result in inability to forward mail. |     |   |                                       |
| NEW ADDRESS (Consult SNDL for address)<br>S-1 DIV<br>USS UNDERWAY (CV-66)<br>FPO AE 09561-0001   |     | OLD ADDRESS (Attach mailing label for publisher)<br>S-1 DIV<br>USS NEVERSAIL (CG-10)<br>FPO AE 09556-0001 |                                       |
| ESTIMATED REPORTING DATE   |     | DEPENDENT'S NAME (If applicable)<br>Connie J.<br>Marry L.<br>Tom E.                                       |                                       |
| SIGNATURE<br><i>Verry C. Pistol</i>  |     |   |                                       |
| FORWARD SECOND CLASS MATTER FOR 60 DAYS  |     | THIS SPACE FOR POSTAL CLERK   |                                       |
| ITEM   | YES | NO  |                                       |
| MAGAZINES  |     |   |                                       |
| NEWSPAPER  |     |   |                                       |

\*U.S.GPO: 1993-0-0704-079/80671

AO1101

Figure 11-1.—An example of OPNAV Form 5110/5.



AO1102

Figure 11-2.—An example of a directory card file with alphabetical separators.

number, mailing address, and, whenever possible, the individual's previous mailing address.

Personnel receiving mail for accompanying family members at their military address will list their family members on the sponsor's directory card. If an individual has family members with a different last name, a separate card should be prepared and filed.

This card should be cross-referenced with the sponsor's card so it will be maintained in an identical manner. A separate card should also be prepared and cross-referenced for individuals who have a name change.

The postal directory file for individuals who have departed should include the date departed, purge date, forwarding address, and, if the address is a military unit, a projected reporting date (due-in date).

If personnel are transferred for further assignment and their new permanent duty station is not known at the time of transfer, transferees should furnish you with a nonmilitary address to which you can forward their mail until they arrive at their new duty station. If this is not possible, the change of address card is endorsed to indicate the activity to which reporting for further assignment, if known, and the person's status; for example, "Transferred to (enter the name of the activity) for further assignment." When individuals report to their ultimate duty stations, they should send you a change of address card showing their new permanent address. When you receive directory cards

with a person's current address, replace the old cards in the directory file and forward mail as required.

You should also inform transferees the delivery of mail while they are en route to their new duty station is impractical, and advise them against the use of an intermediate activity as an interim address. Suggest to them, instead, that they use a nonmilitary address on their change of address cards.

If a person is transferred for discharge, a complete civilian forwarding address should be furnished. If discharged personnel do not desire to have their mail forwarded to a civilian address, they must indicate this on their directory card and sign it. In this case, their mail is marked **NOT DELIVERABLE AS ADDRESSED—UNABLE TO FORWARD** and returned to the mailer.

To reduce the amount of mail received after a person transfers, advise transferees to notify correspondents of their new address as soon as possible. The sooner and more often individuals advise their correspondents of the change, the fewer pieces of mail you will have to forward to them. Personnel being transferred should advise publishers

of their new address or notify publishers to discontinue mailings of subscription matter until advised of a new permanent address. OPNAV Form 5110/5 is used for this purpose. Be sure that the publication key number, when available, is entered on the card. Your customer may be able to obtain this number from the old address label. Most publishers and firms specifically request that both the old and the new addresses be furnished, and that an old address label be provided to aid in identifying the subscriber or the customer, and the account. This can be done by taping the old address label to the change of address card. Ensure that the new address is not covered or otherwise made illegible.

### PURGING DIRECTORY CARDS FOR DESTRUCTION

When an individual is no longer served by the postal activity, code the directory card for destruction so that a minimum of 12 months directory service is provided. For example, if an individual departs in May 2001, you should code the directory card for destruction in June 2002 (see figure 11-3). If an

| FORWARDING ADDRESS  |                  | PURGE DATE  | DATE DEPARTED  |
|---|------------------|---|----------------|
| <b>NOTICE OF CHANGE OF ADDRESS</b>  |                  |   |                |
| OPNAV 5110/5 (Rev 3-90) S/N 0107-LF-0092500   |                  | 6/02  | DATE 23 MAY 01 |
| NAME (Last, first, middle)<br>PISTOL, VERRY C.  | RANK/RATE<br>SK1 | SOCIAL SECURITY NUMEBR<br>888-88-8888   |                |
| PRIVACY ACT STATEMENT: Authority: Title 39 USC and DOD/US Postal Service Agreement, 2 Feb 59<br>PRINCIPLE PURPOSES: To route or forward (directory) mail. ROUTINE USES: Use by military and civilian personnel in mail functions.<br>Data are inspected by commanders, postal officers, and military and civilian inspectors. Disclosure is voluntary; however, failure to provide the requested information could result in inability to forward mail. |                  |   |                |
| NEW ADDRESS (Consult SNDL for address)<br>S-1 DIV<br>USS UNDERWAY (CV-66)<br>FPO AE 09561-0001  |                  | OLD ADDRESS (Attach mailing label for publisher)<br>S-1 DIV<br>USS NEVERSAIL (CG-10)<br>FPO AE 09556-0001 |                |
| ESTIMATED REPORTING DATE<br>23 JUN 01   |                  | DEPENDENT'S NAME (If applicable)<br>Connie J.<br>Marry L.<br>Tom E.                                       |                |
| SIGNATURE<br><i>Verry C. Pistol</i>   |                  | THIS SPACE FOR POSTAL CLERK   |                |
| FORWARD SECOND CLASS MATTER FOR 60 DAYS   |                  |   |                |
| ITEM  | YES              | NO  |                |
| MAGAZINES   | <i>WCP</i>       |   |                |
| NEWSPAPER   |                  | <i>WCP</i>  |                |

\*U.S.GPO: 1993-0-0704-079/80671

ESTIMATED DATE PF ARRIVAL  
(PROJECTED REPORTING DATE)

AOF1103

Figure 11-3.—An example of an OPNAV 5110/5 for a member who has departed.

individual was TAD or in student status for 6 months or less, code the directory card for destruction in 3 months.

During the first workweek of each month, the directory file should be screened and all expired cards removed and destroyed. One way to readily identify cards to be removed from the files is to put the number of the month and the year in which the card is to be removed and destroyed to the left of the date on the change of address card. You can also color code the cards for each month, which makes purging easier.

Where do you get the information used to prepare and maintain directory cards?

At most commands, local procedures for personnel reporting and transferring require that they check in and out with the office that maintains the mail directory service, normally the MPO of the command. This way, personnel concerned prepare the necessary cards as required. At certain times, this may not be possible; for example, personnel admitted to a hospital while on leave or liberty because of illness or an accident; personnel who are casualties or unauthorized absentees; or personnel held in custody by civil authorities. In these situations directory personnel

should prepare the cards. Advance copies of orders, and rosters of attached squadrons and/or detachments are all excellent sources of information for obtaining the necessary data to maintain a current mail directory file. You may also be informed of an expected arrival through the receipt of a change of address card that was prepared at another command when a person transferred to your command.

NAVY DIRECTORY SERVICE PROGRAM

In the previous paragraphs we discussed the procedures for developing a command directory file using OPNAV Form 5110/5. Now we will discuss how commands that have computers in their MPOs can set up their directory system.

The Postal Policy Division at Commander Naval Supply Systems Command developed an automated postal directory program intended for use by all naval activities to provide directory service on undeliverable-as-addressed mail. This program was developed as a replacement for the card file system, (see figures 11-4 and 11-5) and for the numerous locally developed computer programs in use at Navy

NAVY Postal Directory System

File Edit Tools Help

Search

By Last Name

Print Record Listing

Name and General Information

Last Name: 

PISTOL

First Name: 

VERY

Middle Initial: 

C

 SSN: 

888-88-8888

Grade/Rank: 

SK1

Service: 

NAVY

Division/PSC: 

S-1

Dept/Box: 

SUPPLY

Code:

Report Date: 

05/23/2098

 (mm/dd/yyyy)

PRD: 

05/23/2001

 (mm/dd/yyyy)

Transfer Date:  (mm/dd/yyyy)

Forwarding Address

Address:

City:  State:

Zip:

3579's Printed

Print 3579's

Family Members

CONNIE, WIFE  
MARY, DAUGHTER  
TOM, SON

Edit Family Members List

Previous Next Add Delete PRESENT Record 1 of 1 Go To Read Mode

ALT 3 PRINT 3579'S  
ALT A ADD NEW RECORD  
ALT B TOGGLE SEARCH TYPE  
ALT D DELETE CURRENT RECORD

ALT E EDIT MENU  
ALT F FILE MENU  
ALT G TOGGLE READ/EDIT MODE  
ALT H HELP MENU

ALT I GO TO GENERAL INFORMATION  
ALT P GO TO PREVIOUS RECORD  
ALT R GO TO FORWARDING ADDRESS  
ALT S SEARCH BOX

ALT T TOOLS MENU  
ALT X GO TO NEXT RECORD  
ALT Y EDIT FAMILY MEMBER LIST  
ALT F4 QUIT POSTAL SYSTEM

AOf1104

Figure 11-4.—An example of an automated record for a person assigned.

11-4



**Navy Postal Directory System**  
File Edit Tools Help

Search  By Last Name

|  |   |
|--|---|
| <b>Name and General Information</b><br>Last Name: <input type="text" value="PISTOL"/><br>First Name: <input type="text" value="VERY"/><br>Middle Initial: <input type="text" value="C"/> SSN: <input type="text" value="888-88-8888"/><br>Grade/Rank: <input type="text" value="SK1"/><br>Service: <input type="text" value="NAVY"/><br>Division/PSC: <input type="text" value="S-1"/><br>Dept/Box: <input type="text" value="SUPPLY"/><br>Code: <input type="text"/><br>Report Date: <input type="text" value="05/23/2098"/> (mm/dd/yyyy)<br>PRD: <input type="text" value="05/23/2001"/> (mm/dd/yyyy)<br>Transfer Date: <input type="text" value="05/23/2001"/> (mm/dd/yyyy) | <b>Forwarding Address</b><br>Address: <input type="text" value="S-1 DIVISION"/><br><input type="text" value="USS UNDERWAY (CV-66)"/><br>City: <input type="text" value="FPO"/> State: <input type="text" value="AE"/><br>Zip: <input type="text" value="01/01/9561"/> |
|--|---|

|  |  |
|--|--|
| <b>3579's Printed</b><br><input type="text"/><br><input type="button" value="Print 3579's"/> | <b>Family Members</b><br>CONNIE, WIFE<br>MARY, DAUGHTER<br>TOM, SON<br><input type="button" value="Edit Family Members List"/> |
|--|--|

**TRANSFERRED**

|   |  |  |   |
|---|--|--|---|
| ALT 3 PRINT 3579'S<br>ALT A ADD NEW RECORD<br>ALT B TOGGLE SEARCH TYPE<br>ALT D DELETE CURRENT RECORD | ALT E EDIT MENU<br>ALT F FILE MENU<br>ALT G TOGGLE READ/EDIT MODE<br>ALT H HELP MENU | ALT I GO TO GENERAL INFORMATION<br>ALT P GO TO PREVIOUS RECORD<br>ALT R GO TO FORWARDING ADDRESS<br>ALT S SEARCH BOX | ALT T TOOLS MENU<br>ALT X GO TO NEXT RECORD<br>ALT Y EDIT FAMILY MEMBER LIST<br>ALT F4 QUIT POSTAL SYSTEM |
|---|--|--|---|

AO1105

**Figure 11-5.—An example of an automated record for a person transferred.**

post offices. Use of this program reduces the time required to process directory mail.

All Navy post offices, mailrooms, mail centers, and other locations that process personal mail for assigned personnel are required to use this program. Commands that are still using the card file system should transition to the automated system. This program can be downloaded from the NAVSUP website. To access the program, double click on Corporate Services, then (05) Support Services, then (54) Navy Postal. The directory service program can be located under "Programs."

The system operates in Windows 3.1, WIN 95, WIN 98, and Windows NT systems.

## PROCESSING DIRECTORY MAIL

Directory mail is mail that cannot be delivered as addressed because it bears an incomplete or incorrect mailing address. Mail may be undeliverable, temporarily or permanently, for any number of reasons. It may be incorrectly addressed, the addressee may have transferred, or the mail may be unclaimed or refused.

Mail received at your MPO or unit mailroom for personnel having forwarding addresses on file presents no great problem. The mail is suitably endorsed and promptly forwarded, according to procedures described later in this chapter.

Mail that is undeliverable because it bears an incomplete or an incorrect address is processed against the directory cards. If an individual's correct address can be determined the mail is delivered. Otherwise it is returned to sender endorsed "ATTEMPTED NOT KNOWN."

Sometimes it may be difficult to find the proper directory card for a piece of undeliverable mail. This is often because of carelessly written addresses, which are easily misread. The following letters of the alphabet most frequently cause trouble: a and o; h and k; i and e; n and r; n and u.

Suppose you are unable to find the directory card for Douglas, Thomas. You might also check under Thomas, Douglas (in the event that the names might have been transposed); or check Douglas, Tom or Tommy (in the event that a nickname is used instead of the proper first name). Also be alert for names ending with the letter e, such as Browne, Harte, or Thorne, in

the event that the e was incorrectly added, or was omitted but should have been used. Do not consider any piece of mail undeliverable until you have considered every possible card in your directory file.

Now that you have learned how to set up and maintain your directory files, you are ready to process directory mail. Express Mail must be provided directory service immediately, First-Class and Priority mail within 24 hours of receipt, and other classes of mail as soon as possible after receipt. Directory mail received on weekends or holidays must be processed no later than the next duty day.

First you should separate the mail by classes and categories, such as First-Class letter mail, magazines and newspapers, parcels, and so forth. Then you should put the mail in alphabetical order, since your directory files are maintained this way (for the automated system, this is not necessary). Now that you have everything in order, look up the name of the person in your directory files. If there is a forwarding address on file, the following general guidelines apply:

- Draw a single diagonal line through the incorrect address.
- Make required endorsements neatly and legibly, use the least amount of space as possible on the front of the mail.
- Place the initial forwarding address below and to the right of the original address. If all available space on the front of the mail is used, write OVER on the front and place additional endorsements on the back.
- Gummed labels may be placed over old addresses to give additional writing space if needed. However, the name of the addressee should not be written or stamped over or covered by gummed labels.
- When using the automated directory system, a label printed with the forwarding address must be placed over the incorrect address. However, the name of the addressee must not be covered up.
- If letter mail being directorized bears a bar code, directory clerks must totally obliterate this code. If this code is not obliterated, letter mail being forwarded will be returned because of the USPS automated system, which reads bar codes, not the forwarding addresses.

- If the mail is being forwarded to a military unit, include the due-in date. However, this procedure is not necessary if the date is already past.
- All Priority, First-Class, Standard Mail (A); and Standard Mail (B) articles endorsed ADDRESS SERVICE REQUESTED and FORWARDING SERVICE REQUESTED must be endorsed with a forwarding address if one is available and forwarded to the addressee.
- Priority Mail and Standard Mail (A) and (B) articles being forwarded must be endorsed CHANGE OF ADDRESS DUE TO OFFICIAL ORDERS. However, if the mail bears an endorsement that restricts forwarding, then it should be returned to the mailer.

## THE DIRECTORY SERVICE STAMP

Each piece of mail given directory service, including hold mail, should be stamped on the reverse side of the article with the directory service stamp (see figure 11-6). The directory service stamp should not be larger than 1 1/2 by 1 1/2 inches and should contain the following information:

- The name of the command or activity.
- The date the article was received in the directory section.
- The date the mail was forwarded or returned to the sender.
- The directory clerk's initials.

When using the computerized Navy Directory Service Program, it is not necessary to apply the directory service stamp on the reverse side of articles, because the date the mail was forwarded and the directory clerk's initials print out on the label.

|                          |
|--------------------------|
| <b>DIRECTORY SERVICE</b> |
| Name of Command _____    |
| Date Recd _____          |
| Date Fwd _____           |
| Clerk _____              |

AO1106

Figure 11-6.—An example of a directory service stamp.

## HOLDING PERIOD FOR ORDINARY MAIL

Undeliverable mail for which there is an indication that the individual is due to arrive is held for 15 days past the anticipated arrival date. If unclaimed at that time, determine the individual's status by contacting the gaining unit or the military or civilian personnel office, and make disposition accordingly. If there is no status change, return the mail to sender endorsed "ATTEMPTED—NOT KNOWN."

If there is no indication of a due-in date, but you have reason to believe the individual is due to arrive because the mail is being forwarded, the sender has the same last name, or for some similar reason, hold it for 30 days.

- If the mail is still unclaimed at that time, attempt to determine the individual's status through appropriate channels and dispose of the mail accordingly. If mail is still undeliverable, return it to sender endorsed "ATTEMPTED—NOT KNOWN."

All hold mail should be screened against the directory files at least weekly.

## HOLDING PERIOD FOR ACCOUNTABLE MAIL

The retention of accountable mail will be handled as follows:

- Undeliverable Express Mail is held no longer than 5 workdays (less than 5 if indicated by the mailer).
- Undeliverable registered, insured, certified, and return receipt for merchandise mail is held a maximum of 15 days (less than 15 if indicated by the mailer).
- If a return receipt is attached to registered, numbered insured, or certified mail that is to be returned, the reason for nondelivery should be indicated on the return receipt. Leave the return receipt on the article and return the article to the mailer. Registered mail is returned through the registered mail system.

When forwarding or returning accountable mail, indicate disposition of the article on PS Form 3849.

## UNDELIVERABLE-AS-ADDRESSED MAIL

Usually nondelivery of mail is because of one of the following reasons:

- Incomplete, illegible, or incorrect address
- Addressee not at address, moved, or deceased
- Hold mail unclaimed
- Mail refused by the addressee at the time of delivery
- Mail refused by the addressee after delivery

*Q11-1. What is the primary purpose of mail directory service?*

*Q11-2. What Navy commands must provide directory service?*

*Q11-3. What OPNAV form is used as a directory card?*

*Q11-4. In what order are directory cards filed?*

*Q11-5. How long should you maintain a directory card before purging?*

*Q11-6. The directory service stamp should not exceed what size limits?*

*Q11-7. Normally, for what period of time is ordinary mail held past the due-in date of a military member?*

*Q11-8. At least how often should hold mail be screened against the directory files?*

*Q11-9. If no specific hold period is requested by the mailer on a registered mail article, for what maximum period of time should it be held if not deliverable?*

Now turn to appendix 1 to check your answers.

## PROCESSING UNDELIVERABLE-AS-ADDRESSED MAIL

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**Learning Objective:** Recall the proper processing procedures for the various classes of mail requiring directory service.

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Because directory service is provided differently for each class or type of mail, you will need to identify each piece of directory mail to provide for proper disposition. In this section the procedures to follow when processing each class or type of undeliverable-as-addressed mail will be discussed.

## EXPRESS MAIL/FIRST-CLASS MAIL

The majority of mail you process in a directory section is First-Class letter mail. To reduce the amount of directory mail received, you should advise service members who are transferring to inform correspondents of their new address when one is available.

All undeliverable Express and First-Class mail (including stamped cards/postcards, and Priority mail) is forwarded as many times as necessary without any additional postage charges (see table 11-1).

## Forwarding

The bulk of the mail you process will have no endorsement, which means the sender did not endorse the mail with a forwarding or return to sender request.

When forwarding Express or First-Class Mail, the only information required on the address side is a forwarding address and a reporting date, if applicable (see figure 11-7).

When you forward Priority mail, write the forwarding address on the article or print out a computer-generated address label and endorse the

**Table 11-1.—Treatment of Undeliverable-as-Addressed Express, First-Class, and Priority Mail**

| RULE | ENDORSEMENT                  | MILITARY POSTAL DIRECTORY SERVICED SHALL:  | MILITARY POSTAL DIRECTORY SERVICED BY THE USPS SHALL:   |
|------|------------------------------|--|---|
| 1    | NO ENDORSEMENT               | Forward. Endorse all Priority Mail, “Change of Address Due to Official Orders.” If a forwarding address is unknown, return to sender endorsed with reason for nondelivery. | Forward. Endorse all Priority Mail “Change of Address Due to Official Orders.” If a forwarding address is unknown, return to sender endorsed with reason for nondelivery. |
| 2    | ADDRESS SERVICE REQUESTED    | Forward. Endorse all Priority Mail “Change of Address Due to Official Orders.” Use PS Form 3547 to provide sender with address correction. Charge applicable fee.          | Forward. Endorse all Priority Mail “Change of Address Due to Official Orders.” Use PS Form 3547 to provide sender with address correction. Charge applicable fee.         |
| 3    | FORWARDING SERVICE REQUESTED | Forward. Endorse all Priority Mail, “Change of Address Due to Official Orders.” If a forwarding address is unknown, return to sender endorsed with reason for nondelivery. | Forward. Endorse all Priority Mail “Change of Address Due to Official Orders.” If a forwarding address is unknown, return to sender endorsed with reason for nondelivery. |
| 4    | RETURN SERVICE REQUESTED     | Do not forward.<br><br>Return the piece to sender with the new address or reason for nondelivery attached.   | Do not forward.<br><br>Return the piece to sender with the new address or reason for nondelivery attached.  |
| 5    | CHANGE SERVICE REQUESTED     | Do not forward.<br><br>Return the piece to sender endorsed, “Undeliverable as Addressed.”<br><br>Not Available for Express Mail.   | Do not forward.<br><br>Return the piece to the serving post office endorsed, “Undeliverable as Addressed.”<br><br>Not Available for Express Mail.                         |

NOTE: When Express Mail, First-Class Mail (including Priority Mail, stamped cards, and postcards) cannot be forwarded or returned to sender, they are considered “dead mail” (covered later in this chapter).



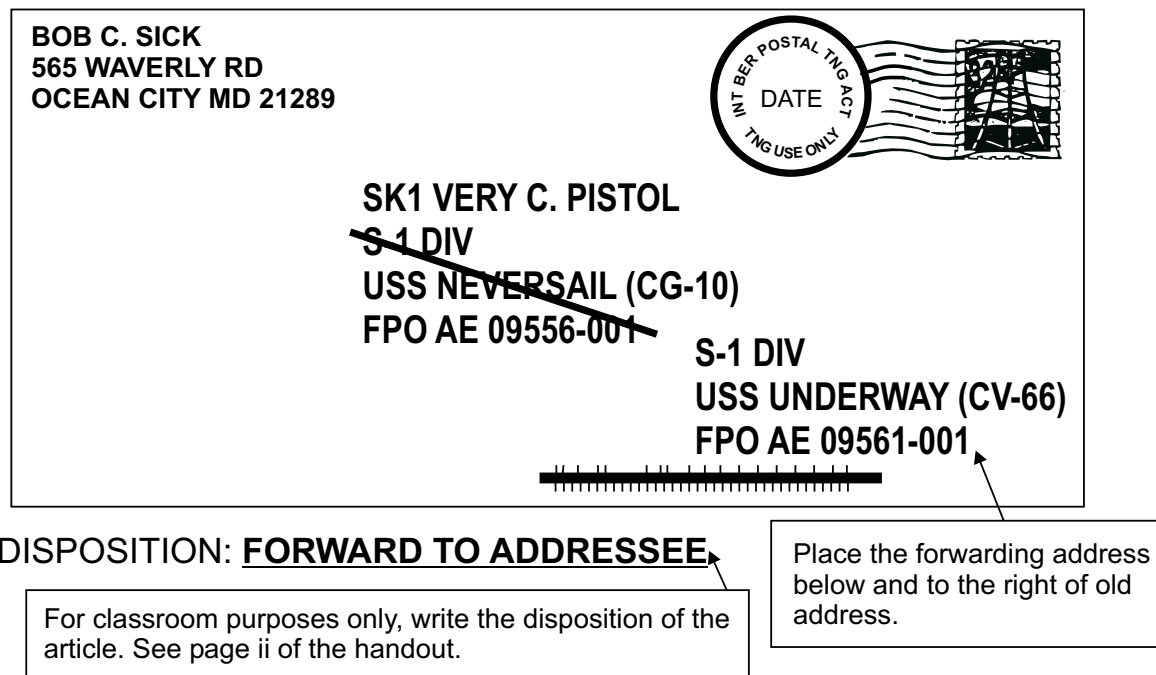


Figure 11-7.—An example of First-Class Mail being forwarded.

article “CHANGE OF ADDRESS DUE TO OFFICIAL ORDERS” (see figure 11-8). This endorsement is necessary to ensure the USPS does not charge the service member for forwarding the article. Use the endorsement “Change of Address Due To Official Orders” only when you forward mail to the addressee.

### Return to Sender

When a forwarding address is unknown or the addressee’s name cannot be found in the directory card

file, return the mail to the sender. Endorse this mail with the “RETURN TO SENDER” stamp and mark the reason for nondelivery “ATTEMPTED—NOT KNOWN,” which means that delivery was attempted, but the addressee is unknown (see figure 11-9).

If the sender has requested by endorsement that mail NOT be forwarded, then the article is returned to the sender endorsed “RETURNED TO SENDER” and “UNDELIVERABLE AS ADDRESSED” (another variation of this endorsement is “NOT

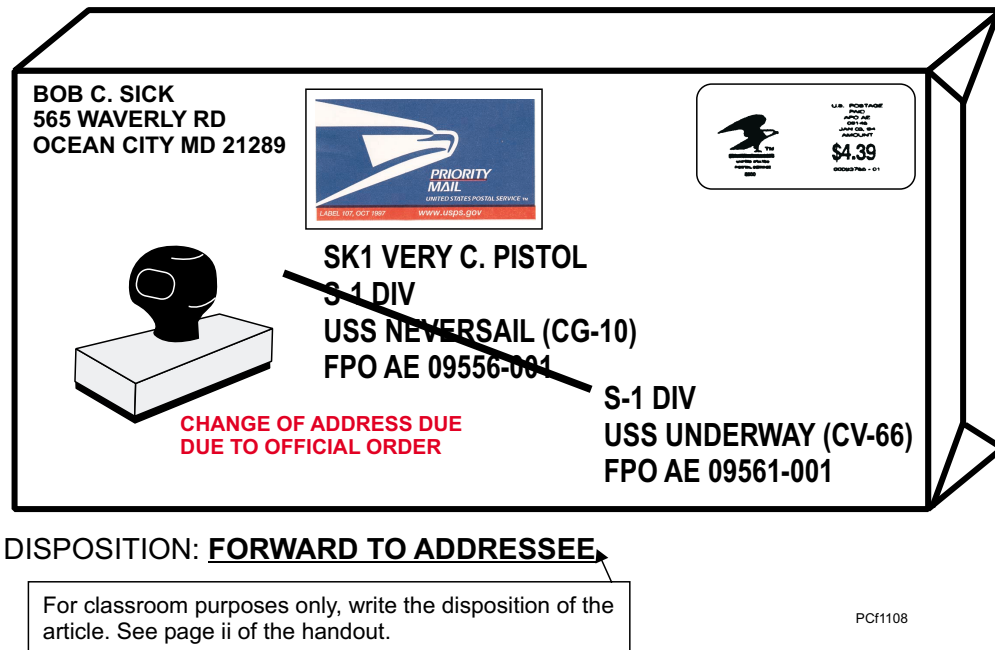
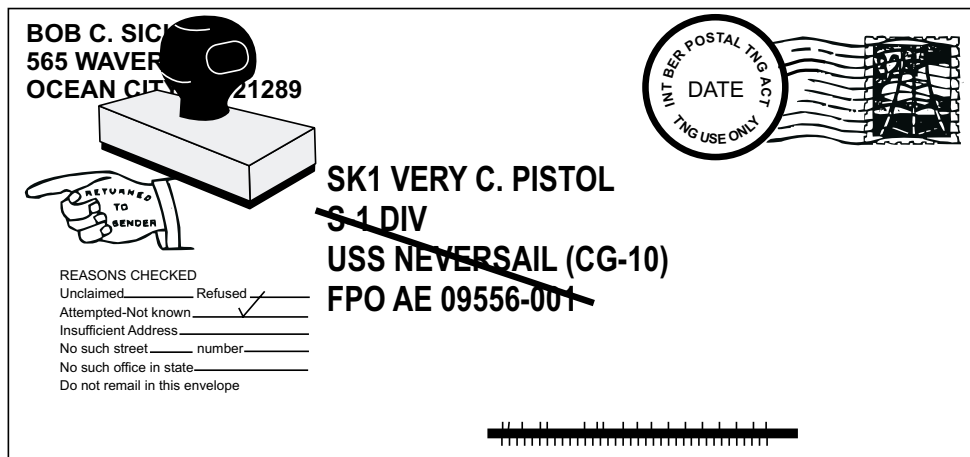


Figure 11-8.—An example of a Priority article being forwarded.



DISPOSITION: **RETURN TO SENDER**

AO11109

For classroom purposes only, write the disposition of the article. See page ii of the handout.

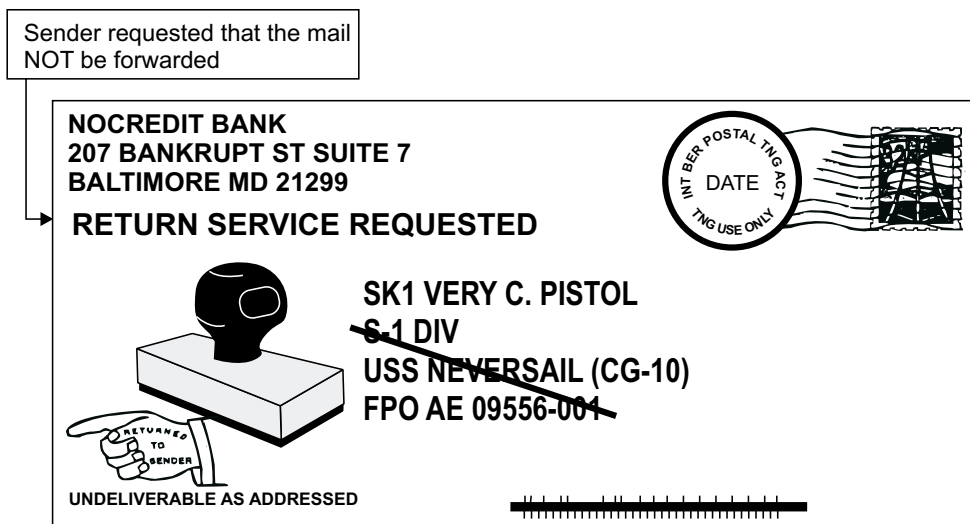
Figure 11-9.—An example of a First-Class article being returned to the sender.

DELIVERABLE AS ADDRESSED UNABLE TO FORWARD”) (see figure 11-10).

## PERIODICALS

Periodicals are publications (e.g., magazines and newspapers) whose primary purpose is transmitting information to an established list of subscribers or requesters. Directory clerks process a large volume of periodicals. The primary reason is because individuals do not inform their publishers that they are moving or have already moved.

The volume of periodicals you process can be reduced by informing all transferring personnel to notify publishers of their new address as soon as possible. This is very important because periodicals are forwarded only for 60 days. After 60 days, newspapers and magazines are distributed to military hospitals, recreation services, dormitories, chaplains, or turned over to the nearest DOD property disposal office as salvage paper, or treated as waste; unless copies are endorsed “ADDRESS SERVICE REQUESTED,” which requires them to be returned to



DISPOSITION: **RETURN TO SENDER**

AO11110

For classroom purposes only, write the disposition of the article. See page ii of the handout.

Figure 11-10.—An example of a First-Class article indicating sender's request that the mail not be forwarded.

the sender with address correction or reason for nondelivery attached (see table 11-2).

### Forwarding Magazines

Forward magazines for reassigned personnel for a period of 60 days after the service member's departure. Directory clerks must endorse this mail: "CHANGE OF ADDRESS DUE TO OFFICIAL ORDERS" and "ADVISE YOUR CORRESPONDENT OR PUBLISHER OF YOUR CORRECT MAILING ADDRESS" (see figure 11-11).

Do not forward magazines after the 60-day forwarding period has expired.

On the first copy of a magazine received after an individual transfers:

- Prepare a PS Form 3579 (see figure 11-12) listing the forwarding address.
- Affix the PS Form 3579 near the old address or address label.
- Cut out the PS Form 3579 and that portion of the publication, wrapper, or envelope containing the old address and place inside USPS envelope EP-1865-D (see figure 11-12).
- Mail the envelope to the publisher (sender) after:

- Entering your command's return address in the upper left-hand corner of the envelope.
- Computing the postage due (refer to the DMM for amount to charge per notice).
- Entering the number of notices enclosed.
- Entering the publisher's (sender's) address in the address space.

Write the individual's name and forwarding address on a label and attach to the article. Endorse the article "CHANGE OF ADDRESS DUE TO OFFICIAL ORDERS," and "ADVISE YOUR CORRESPONDENT OR PUBLISHER OF YOUR CORRECT MAILING ADDRESS." When this has been completed, forward the article to the addressee.

Prepare PS Form 3579 again after the 60-day forwarding period has expired if you continue to receive the magazine.

NOTE: More than one form may be mailed to the same publisher in one envelope; however, postage due must be rated for each form enclosed. For example, if the amount is 50 cents per notice, and you enclose two forms, the postage due will be \$1.00. Three forms will be \$1.50 postage due, etc.

**Table 11-2.—Treatment of Undeliverable-as-Addressed Periodicals**

| RULE  | ENDORSEMENT               | MILITARY POSTAL DIRECTORY SERVICED SHALL:  | MILITARY POSTAL DIRECTORY SERVICED BY THE USPS SHALL:  |
|---|---------------------------|--|--|
| 1   | NO ENDORSEMENT            | Forward for 60 days. Before forwarding, process PS Form 3579. Endorse, "Change of Address Due to Official Orders." If a forwarding address is unknown or after 60-day period, process PS Form 3579 again, then dispose as waste.   | Forward for 60 days. Before forwarding, process PS Form 3579. Endorse, "Change of Address Due to Official Orders." If a forwarding address is unknown, or after 60 day period, process PS Form 3579 again. Piece is disposed of by USPS.   |
| 2   | ADDRESS SERVICE REQUESTED | Forward for 60 days. Endorse, "Change of Address Due to Official Orders." If a forwarding address is unknown or after 60-day period, attach PS Form 3579. Then return to sender with address correction or endorsed with reason for nondelivery and "Postage Due." Do not compute postage. | Forward for 60 days. Endorse "Change of Address Due to Official Orders." If a forwarding address is unknown or after 60-day period, attach PS Form 3579. Then return to sender with address correction or endorsed with reason for nondelivery, and "Postage Due." Do not compute postage. |
| NOTE: Forwarding Service Requested, Return Service Requested, and Change Service Requested are not available for Periodicals. |                           |  |  |

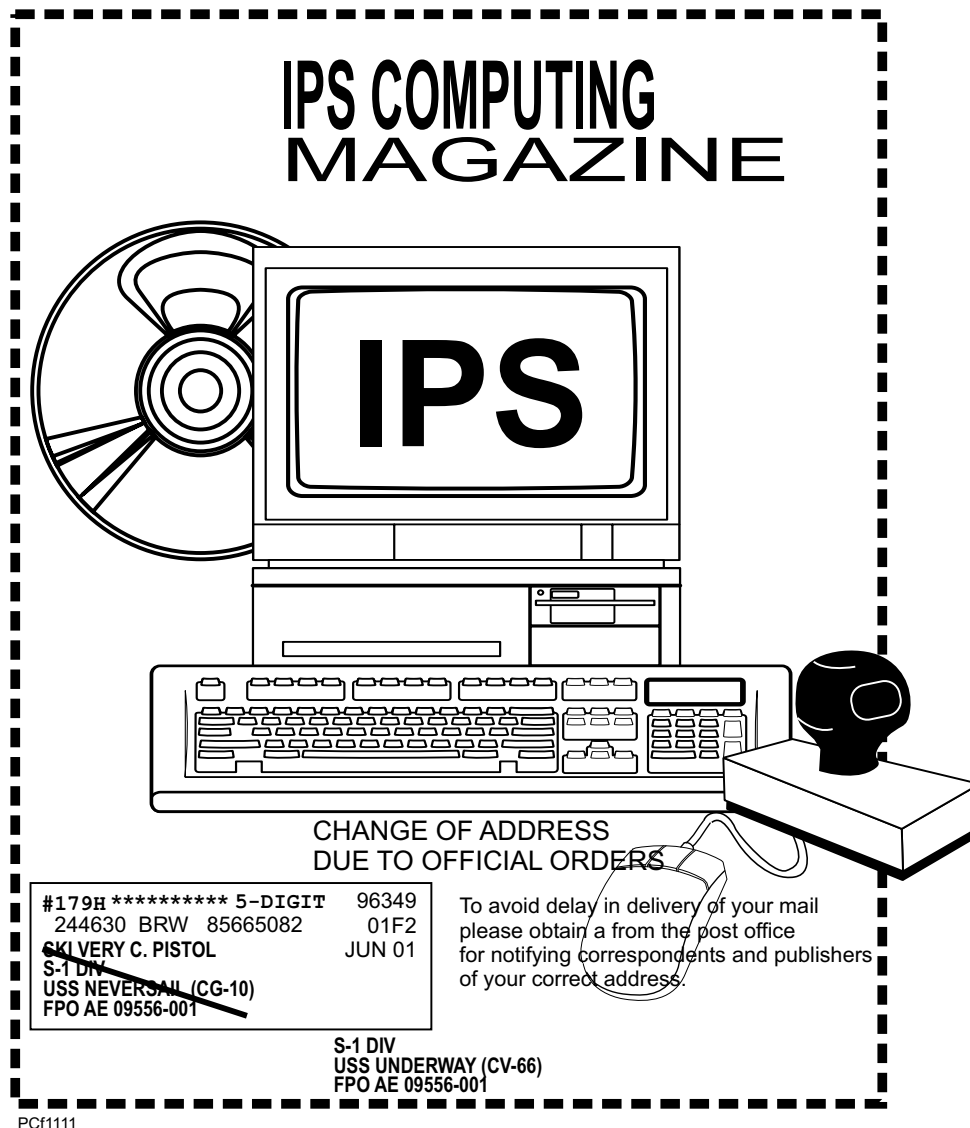


Figure 11-11.—An example of endorsements on a magazine being forwarded.

- Prepare a PS Form 3579 record. The name of the publication and date of notification will be indicated on the directory card (see figure 11-13), or automated directory file (see figure 11-14).
- After the 60-day forwarding period has expired treat the magazine as waste, unless it bears the endorsement “ADDRESS SERVICE REQUESTED.”

### Forwarding Newspapers

Newspapers addressed to personnel who have been reassigned to an area served by the same postmaster are forwarded for a period of 60 days. Directory clerks must endorse newspapers: “CHANGE OF ADDRESS DUE TO OFFICIAL ORDERS” and “ADVISE YOUR CORRESPON-

DENT OR PUBLISHER OF YOUR CORRECT MAILING ADDRESS.”

Newspapers addressed to personnel who have been reassigned to an area NOT served by the same postmaster WILL NOT be forwarded. Process as follows:

- Prepare a PS Form 3579 listing the forwarding address and mark it “NOT DELIVERABLE AS ADDRESSED—UNABLE TO FORWARD.”
- Affix the PS Form 3579 near the old address or address label.
- Cut out the PS Form 3579 and that portion of the newspaper containing the old address and place inside a USPS envelope, EP 1865-D.
- Mail the envelope to the publisher (sender) after you have completed the following:

| Undeliverable Standard Mail (A) and (B) and Special Standard Mail (B) |   |   |
|---|---|---|
| <input type="checkbox"/> Moved-Left No Address                        | <input type="checkbox"/> No Such Number   | <input type="checkbox"/> No Such Street |
| <input type="checkbox"/> Attempted not Known                          | <input type="checkbox"/> Unclaimed  | <input type="checkbox"/> Refused        |
| <input type="checkbox"/> Insufficient Address                         | <input checked="" type="checkbox"/> Not Deliverable Addressed-Unable to Forward |   |
| Initials  | Date  | Route Number                            |
| <b>Moved to the Following New Address:</b>                            |   |   |
| Number, Street Apt./Suite No.<br><b>565 WAVERLY RD</b>                |   |   |
| City<br><b>OCEAN CITY</b>   |   | <input type="checkbox"/> No Charge      |
| State and ZIP+4<br><b>MD 21289</b>                                    |   | <input type="checkbox"/> No Charge      |
| PS Form 3579, January 1997<br><b>United States Postal Service</b>     |   | Date<br><b>30 JUL 01</b>                |

Mark appropriate reason

Enter the forwarding address and date the mail is processed. If a forwarding address is not available, leave the address portion blank

Write your return address

Enter the Postage Due amount (50 cents per each PS Form 3579 enclosed)

**UNITED STATES  
POSTAL SERVICE**

**FPO AE 09561-0001**

First Class Mail  
Postage & Fees Paid  
USPS  
Permit No. G-10

CONTENTS

1

FORMS 8579

POSTAGE DUE 50 ¢

SHIPRECK COMPUTERS INC.

Publication

P.O. BOX 3309

Address

SAN DIEGO CA 28230

City
State
ZIP Code

Enter the number of PS Form 3579 enclosed

Write the publication's name and publisher's address

PCF1112

Figure 11-12.—An example of a properly completed PS Form 3579 and EP 1865-D.



|   |                  |   |                   |
|---|------------------|---|-------------------|
| <b>NOTICE OF CHANGE OF ADDRESS</b>  |                  |   | DATE<br>23 MAY 01 |
| OPNAV 5110/5 (Rev 3-90) S/N 0107-LF-0092500   |                  | 6/02  |                   |
| NAME (Last, first, middle)<br>PISTOL, VERRY C.  | RANK/RATE<br>SK1 | SOCIAL SECURITY NUMEBR<br>888-88-8888   |                   |
| PRIVACY ACT STATEMENT: Authority: Title 39 USC and DOD/US Postal Service Agreement, 2 Feb 59<br>PRINCIPLE PURPOSES: To route or forward (directory) mail. ROUTINE USES: Use by military and civilian personnel in mail functions.<br>Data are inspected by commanders, postal officers, and military and civilian inspectors. Disclosure is voluntary; however, failure to provide the requested information could result in inability to forward mail. |                  |   |                   |
| NEW ADDRESS (Consult SNDL for address)<br>S-1 DIV<br>USS UNDERWAY (CV-66)<br>FPO AE 09561-0001  |                  | OLD ADDRESS (Attach mailing label for publisher)<br>S-1 DIV<br>USS NEVERSAIL (CG-10)<br>FPO AE 09556-0001 |                   |
| ESTIMATED REPORTING DATE<br>23 JUN 01   |                  | DEPENDENT'S NAME (If applicable)<br>Connie J.<br>Marry L.<br>Tom E.                                       |                   |
| SIGNATURE<br><i>Verry C. Pistol</i>   |                  | THIS SPACE FOR POSTAL CLERK   |                   |
| FORWARD SECOND CLASS MATTER FOR 60 DAYS   |                  | PS Form 3579 sent to Shipreck Computers Inc. on 3 Jun 01  |                   |
| ITEM  | YES              | NO  |                   |
| MAGAZINES   | <i>WCP</i>       |   |                   |
| NEWSPAPER   |                  | <i>WCP</i>  |                   |

\*U.S.GPO: 1993-0-0704-079/80671

AOF1113

Indicate on the directory card the name of the publication and date of notification to prevent sending duplicate notifications to publishers

**Figure 11-13.—An example of an OPNAV Form 5110/5 indicating a PS Form 3579 was sent.**

- Placing your command's return address in the upper left-hand corner of the envelope.
- Computing the postage due (refer to the DMM for amount to charge per notice).
- Entering the publisher's (sender's) address in the address space.
- Make an entry on the directory card or automated directory file that a PS Form 3579 was sent.
- Treat the newspaper as waste.

### Return to Sender

Return magazines or newspapers to the publisher after the 60-day forwarding period has expired only when they bear the endorsement "ADDRESS SERVICE REQUESTED." Directory clerks must prepare and attach PS Form 3579 to the outside of the article and endorse these items "RETURN TO

SENDER," "UNDELIVERABLE AS ADDRESSED," and "POSTAGE DUE," but do not compute the postage (see figure 11-15).

### Treat as Waste

After preparing PS Form 3579 and removing the address label off the publication, directory clerks are authorized to give magazines and newspapers to authorized agencies or treat them as waste.

NOTE: Remember, DO NOT destroy periodicals endorsed "Address Service Requested." Return these publications to the publisher.

### STANDARD MAIL (A) (BULK RATE)

This less expensive class of mail is used by businesses and organizations that mail large quantities of mail to advertise their merchandise or services. Presorted Standard Mail (A) consists of circulars, catalogs, income tax booklets, etc., and is easily

**Navy Postal Directory System**  
File Edit Tools Help

Search  By Last Name

**Name and General Information**

Last Name:   
 First Name:   
 Middle Initial:  SSN:   
 Grade/Rank:   
 Service:   
 Division/PSC:   
 Dept/Box:   
 Code:   
 Report Date:  (mm/dd/yyyy)  
 PRD:  (mm/dd/yyyy)  
 Transfer Date:  (mm/dd/yyyy)

**Forwarding Address**

Address:   
  
 City:  State:   
 Zip:

**3579's Printed**

PC TECHNOLOGY

**Family Members**

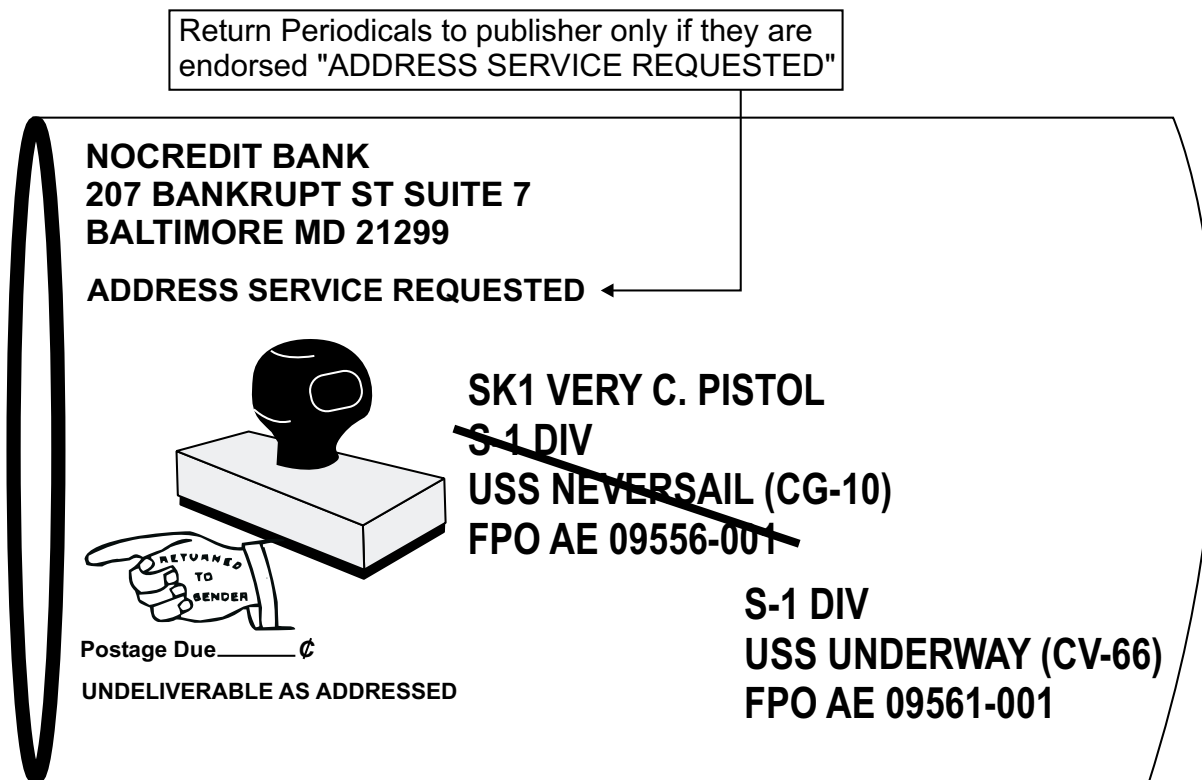
CONNIE, WIFE  
 MARY, DAUGHTER  
 TOM, SON

**TRANSFERRED**

ALT 3 PRINT 3579'S ALT E EDIT MENU ALT I GO TO GENERAL INFORMATION ALT T TOOLS MENU  
 ALT A ADD NEW RECORD ALT F FILE MENU ALT P GO TO PREVIOUS RECORD ALT X GO TO NEXT RECORD  
 ALT B TOGGLE SEARCH TYPE ALT G TOGGLE READ/EDIT MODE ALT R GO TO FORWARDING ADDRESS ALT Y EDIT FAMILY MEMBER LIST  
 ALT D DELETE CURRENT RECORD ALT H HELP MENU ALT S SEARCH BOX ALT F4 QUIT POSTAL SYSTEM

AO1114

Figure 11-14.—An example of an automated directory file indicating a PS Form 3579 was sent.



AO1115

Figure 11-15.—An example of endorsements on Periodicals being returned to the sender.

identified because the articles bear the endorsement “Presorted Standard” or “PRST STD.” Although businesses and organizations pay a lower rate of postage to mail Standard Mail (A) articles, these articles are “mail” and must be processed and treated in accordance with USPS regulations (see table 11-3). Directory clerks must pay attention to mailer endorsements (if any) to prevent incorrect disposition of the mail.

## Catalogs

Catalogs are mailed at the bulk rate of postage and are considered to be of no value. Catalogs that are undeliverable should be disposed of as follows:

- If overseas, the wrapper and/or label should be removed and destroyed. This also applies to

**Table 11-3.—Treatment of Undeliverable-as-Addressed Standard Mail (A)**

| RULE  | ENDORSEMENT                  | MILITARY POSTAL DIRECTORY SERVICED SHALL:   | MILITARY POSTAL DIRECTORY SERVICED BY THE USPS SHALL:   |
|---|------------------------------|---|---|
| 1   | NO ENDORSEMENT               | (Unit mailclerks and mail orderlies.)<br>Endorse each piece of mail as “Undeliverable as Addressed,” and return to the serving MPO.<br><br>(MPO) Destroy as waste, MPO’s shall not forward or return this mail.   | Endorse each piece as, “Undeliverable as Addressed.” Return to the servicing USPS facility.<br><br>Piece disposed of by USPS.   |
| 2   | ADDRESS SERVICE REQUESTED    | Forward. Endorse “Change of Address Due to Official Orders.” Prepare PS Form 3547 and send to mailer advising of new address. If forwarding address is unknown, return piece to sender, endorsed with reason for nondelivery and “Postage Due.” Do not compute postage. | Forward. Endorse “Change of Address Due to Official Orders.” Prepare PS Form 3547 and send to mailer advising of new address. If forwarding address is unknown, return piece to sender, endorsed with reason for nondelivery and “Postage Due.” Do not compute postage. |
| 3   | FORWARDING SERVICE REQUESTED | Forward. Endorse “Change of Address Due to Official Orders.” If a forwarding address is unknown, return to sender endorsed with the reason for nondelivery and Postage Due. Do not compute postage.   | Forward. Endorse “Change of Address Due to Official Orders.” If a forwarding address is unknown, return to sender endorsed with the reason for nondelivery and Postage Due. Do not compute postage.   |
| 4   | RETURN SERVICE REQUESTED     | Return piece with new address or reason for nondelivery attached. Endorse Postage Due. Do not compute postage.  | Return piece with new address or reason for nondelivery attached. Endorse Postage Due. Do not compute postage.  |
| 5   | CHANGE SERVICE REQUESTED     | (Unit mailclerks and mail orderlies.)<br>Endorse each piece of mail as “Undeliverable as Addressed,” and return to the serving MPO.<br><br>MPO prepares PS Form 3547 and sends to mailer then piece disposed of.  | Prepare PS Form 3547 and send to mailer. Endorse each piece as, “Undeliverable as Addressed.” Return to the servicing USPS facility.<br><br>Piece disposed of by USPS.  |
| Standard Mail (A) is forwarded and returned to domestic addresses only. |                              |   |   |

those catalogs bearing the endorsements ADDRESS/FORWARDING/RETURN SERVICE REQUESTED. Catalogs may then be given to any authorized customer or placed in the military post office lobby for customer use.

- If in the United States, you should follow the instructions listed in table 11-3.

### Income Tax Booklet

Income tax booklets that are undeliverable as addressed should be released to the appropriate local office designated by the commanding officer. Normally, the legal officer for the command provides this service. Before releasing undeliverable income tax booklets, you should remove and destroy all address labels. Postal bulletin notices pertaining to nonrelease of income tax booklets do not apply at military post offices.

### STANDARD MAIL (B)

Standard Mail (B), as learned in a previous lesson, is also known as SAM or Parcel Post. It contains matter, other than personal correspondence, weighing 16 ounces up to 70 pounds and consists mainly of parcels. Process Standard Mail (B) in accordance with USPS instructions (see table 11-4).

### VOTING AND BALLOTING MATERIAL

Voting and balloting material should be provided directory service immediately when it cannot be

delivered as addressed. If the material is undeliverable and a forwarding address is not known, it should be returned to the mailer immediately, marked with the reason for return. Do not hold for personnel due to arrive unless they are due in 30 days after receipt of the balloting material.

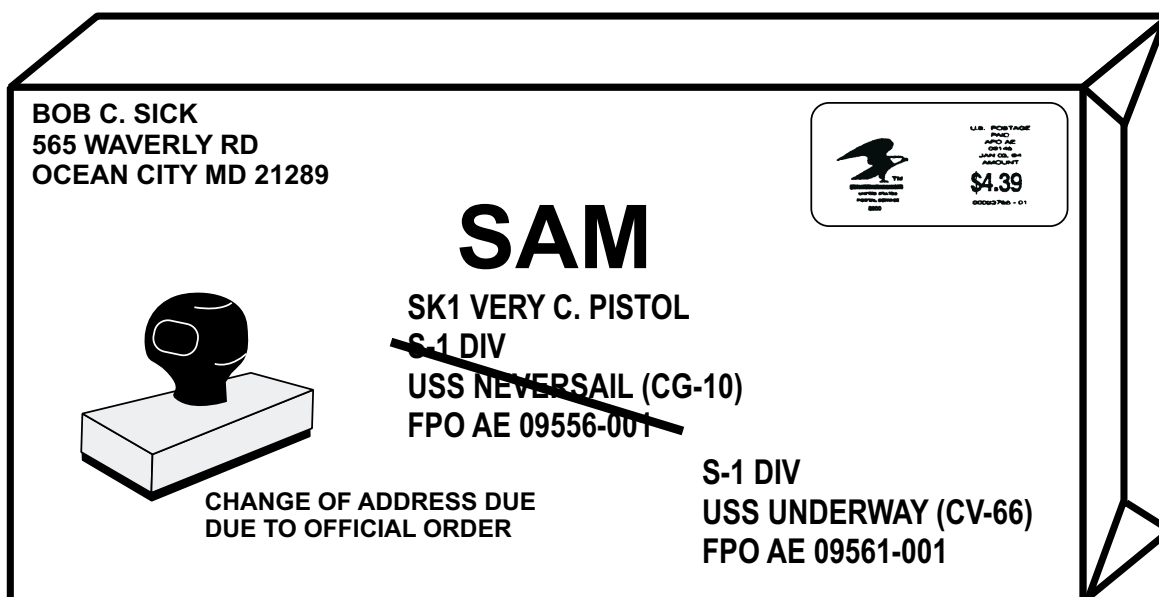
### MAIL FOR PERSONNEL CONFINED

Instructions concerning mail for personnel confined for disciplinary reasons are in the *Department of the Navy Corrections Manual* (SECNAVINST 1640.9).

Mail for personnel whose forwarding addresses are on file should be endorsed and promptly forwarded. The forwarding address should show a post office box, or a street address, but should not indicate that the person is confined.

### ADDRESSEE NOT AUTHORIZED MILITARY POST OFFICE PRIVILEGES

Mail received at overseas locations addressed to personnel not authorized MPO privileges should be endorsed ADDRESSEE NOT AUTHORIZED MPO PRIVILEGES and returned to the mailer. Organizations and personnel authorized use of the MPS must not use it as intermediaries for any person or organizations not specifically authorized MPO privileges. If mail is addressed in care of an individual



DISPOSITION: **FORWARD TO ADDRESSEE**

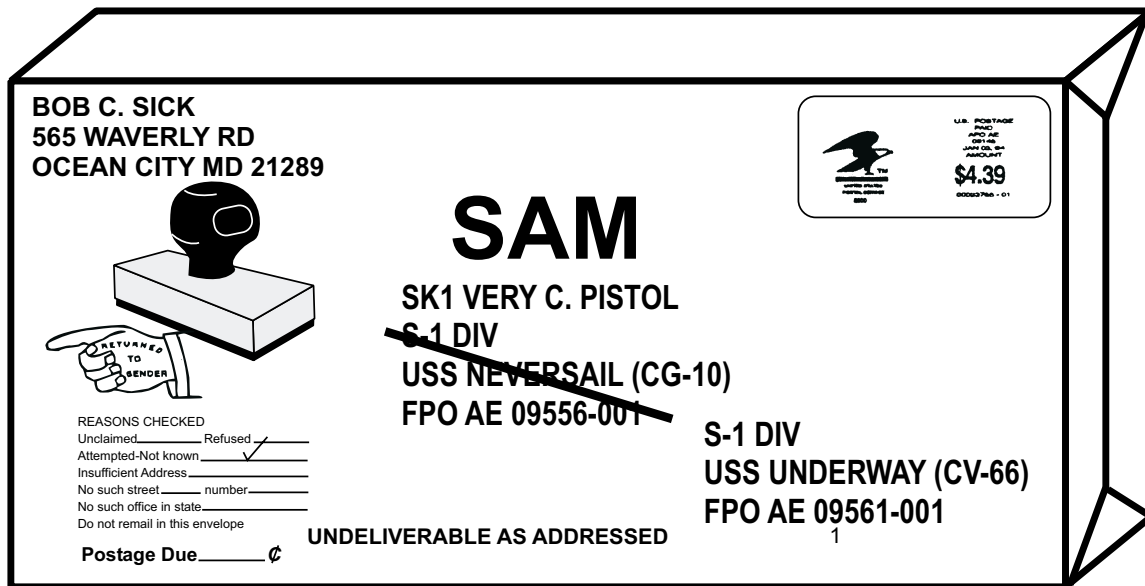
PC11116

Figure 11-16.—An example of a Standard Mail (B) piece, depicting endorsement when forwarded to the addressee.

**Table 11-4.—Treatment of Undeliverable-as-Addressed Standard Mail (B)**

| RULE | ENDORSEMENT                  | MILITARY POSTAL DIRECTORY SERVICED SHALL:   | MILITARY POSTAL DIRECTORY SERVICED BY THE USPS SHALL:   |
|------|------------------------------|---|---|
| 1    | NO ENDORSEMENT               | Forward. Endorse “Change of Address Due to Official Orders.” If a forwarding address is unknown, return to sender endorsed with the reason for nondelivery and Postage Due. Do not compute postage.   | Forward. Endorse “Change of Address Due to Official Orders.” If a forwarding address is unknown, return to sender endorsed with the reason for nondelivery and Postage Due. Do not compute postage.   |
| 2    | ADDRESS SERVICE REQUESTED    | If forwarding address is known, prepare PS Form 3547 and send to mailer, then forward piece to addressee endorsed, “Change of Address Due to Official Orders.” If forwarding address is unknown, return to sender endorsed with the reason for nondelivery and Postage Due. Do not compute postage. | If forwarding address is known, prepare PS Form 3547 and send to mailer, then forward piece to addressee endorsed, “Change of Address Due to Official Orders.” If forwarding address is unknown, return to sender endorsed with the reason for nondelivery and Postage Due. Do not compute postage. |
| 3    | FORWARDING SERVICE REQUESTED | Forward. Endorse “Change of Address Due to Official Orders.” If forwarding address is unknown, return to sender endorsed with the reason for nondelivery and Postage Due. Do not compute postage.   | Forward. Endorse “Change of Address Due to Official Orders.” If forwarding address is unknown, return to sender endorsed with the reason for nondelivery and Postage Due. Do not compute postage.   |
| 4    | RETURN SERVICE REQUESTED     | Return to sender with new address or reason for nondelivery attached and Postage Due. Do not compute postage.   | Return to sender with new address or reason for nondelivery attached and Postage Due. Do not compute postage.   |
| 5    | CHANGE SERVICE REQUESTED     | <p>(Unit mailclerks and mail orderlies.) Endorse each piece of mail as “Undeliverable as Addressed,” and return to the serving MPO.</p> <p>(MPO) Prepare PS Form 3547 and send to mailer then piece disposed of.</p> <p>This endorsement is not available with special services.</p>                | <p>Prepare PS Form 3547 and send to mailer. Endorse each piece as, “Undeliverable as Addressed.” Return to the servicing USPS facility.</p> <p>Piece disposed of by USPS.</p> <p>This endorsement is not available with special services.</p>   |





## DISPOSITION: **RETURN TO SENDER**

PC11117

Figure 11-17.—An example of a Standard Mail (B) piece depicting endorsement when returned to the sender.

who is authorized MPO privileges, you should notify the individual of the infraction.

### DIRECTORY MAIL RETURNED FROM UNIT MAILROOMS

Mail that received directory service by unit mail clerks or mail orderlies should be returned to the serving postal activity separately from uncanceled outgoing mail. MPO personnel should screen the mail to make sure it is endorsed neatly and properly. If incorrect directory procedures are frequently noted after the unit mail clerk or mail orderly has been briefed on correct directory procedures, the postal officer should be advised.

### PERISHABLE ITEMS

Perishable items that have a required delivery date (RDD) and cannot be forwarded or returned to the mailer before spoiling should be disposed of as waste. Do not forward these items to the serving Mail Recovery Branch. Also any perishable items obviously spoiled when received, whether deliverable or not, should be immediately disposed of as waste. You should always dispose of perishables in the presence of a witness and notify, in writing, the mailer and addressee of your action.

*Q11-10. Since each class of mail is handled differently, you must first identify each piece of directory mail for proper disposition. (True/False)*

*Q11-11. What PS form is used by a directory clerk to inform publishers of a change of address of a magazine?*

*Q11-12. What are the disposition instructions for an undeliverable catalog if your MPO is located overseas?*

*Q11-13. Which publication should you consult to find instructions concerning mail for personnel confined for disciplinary reasons?*

*Q11-14. What action is taken when mail addressed to personnel at overseas activities who are not authorized MPO privileges is received?*

*Q11-15. Perishable items that have a required delivery date (RDD) and cannot be forwarded or returned to the mailer before spoiling should be disposed of in what manner?*

Now turn to appendix I to check your answers.

## HOLD MAIL

**Learning Objective:** *Identify the different types of, and the required handling for hold mail.*

Postal directories hold undeliverable as addressed mail when service members are due to arrive, absent without leave (AWOL), or when the mail is addressed to “general delivery.” General delivery mail is mail received at a post office intended primarily for delivery

to transients and customers who are not located permanently at an installation.

Each piece of hold mail must be backstamped to indicate the date of receipt. Mail being held is kept in a separate sortation case, sorted by last name, and screened at least weekly.

## **MEMBERS DUE TO ARRIVE**

Mail addressed for members due to arrive or for patrons receiving general delivery service must be handled as follows:

- Hold 15 days past the anticipated arrival date. For example, if the arrival date is 15 Oct 01, then hold the mail until 30 Oct 01. If the mail is unclaimed at that time, but the member is still expected to arrive because mail is still being forwarded, (the sender has the same last name as the addressee, or for similar reasons), then hold the mail for an additional 15 days or 30 days past the anticipated arrival date (see figure 11-18). For example, if you hold the mail until 30 Oct 01 and there are indications that the member is still expected to arrive, then hold the mail until 15 Nov 01.

**NOTE:** Mail addressed for general delivery must be provided priority directory service. Do not hold mail addressed for general delivery more than 30 days unless requested by the mailer or addressee.

- If the mail is still undeliverable at the end of the 30-day period, it will be endorsed “ATTEMPTED—NOT KNOWN” and returned to the sender if there is no further indication that the member is due to arrive on a later date. For correct endorsements when returning mail, see table 11-5.
- When the holding period expires, the date the mail is returned to the sender must be annotated on the directory service stamp, which is placed on the back of the mail (see figure 11-19).

## **MEMBERS ABSENT WITHOUT LEAVE (AWOL)**

The directory card for each member in an AWOL status must be annotated with the date the member went AWOL. This information is normally provided to the post office by the individual’s unit, or the base personnel office.

The postal directory section holds mail for individuals who are in an AWOL status for 30 days. The holding period begins the day after the individual goes AWOL. After being AWOL for 30 days, these individuals become deserters, and at that time, their mail is handled as follows:

- First-Class, and Priority Mail: First-Class and Priority Mail is returned to the sender endorsed “MOVED, LEFT NO ADDRESS” (see figure 11-20) with the return date annotated on the reverse side of the item.
- Periodicals: PS Form 3579 is completed, by marking the box labeled “MOVED, LEFT NO ADDRESS.” If publications are endorsed “Address Service Requested” then endorse them “MOVED, LEFT NO ADDRESS and POSTAGE DUE” and return the entire publication to the publisher with PS Form 3579 attached. Annotate the return date on the item. Do not indicate the amount of the postage due.
- Standard Mail (A) bearing the words ADDRESS SERVICE REQUESTED, RETURN SERVICE REQUESTED, or FORWARDING SERVICE REQUESTED; and Standard Mail (B): These items are returned to the sender endorsed “MOVED, LEFT NO ADDRESS and POSTAGE DUE” (see figure 11-21) with the date of return annotated on the reverse side of the item. Do not indicate the amount of the postage due.

## **REFUSED MAIL**

Occasionally letters and parcels are deliverable as addressed but the addressee refuses to accept them. If so, the post office will honor the patron’s request. But there are some conditions that apply when refusing mail. They are

- Accountable mail (e.g., Express, Registered, Insured, and Certified) must be refused by the patron at the time of delivery, before receipting for the article.
- Non-accountable mail may be refused at the time of delivery, or after delivery if it is returned to the post office unopened.
- Patrons must write, “REFUSED” on the front of the mail, the date the mail was refused, and sign their name (see figure 11-22). If the addressee

**Table 11-5.—Endorsements Used When Forwarding or Returning Mail**

| RULE  | IF THE ADDRESSEE IS:  | THEN ENDORSE MAIL:   | AND:  |
|---|---|--|---|
| 1   | AWOL(over 30 days)  | Moved Left No Address  | Return to Sender  |
| 2   | Unknown   | Attempted - Not Known  | Return to Sender  |
| 3   | Reassigned  | With current address   | Forward to Addressee  |
| 4   | TDY/TAD with parent unit (See Note)   | With TDY/TAD location address  | Forward to Addressee  |
| 5   | TDY/TAD without parent unit (See Note)  | With TDY/TAD location address  | Forward to Addressee  |
| 6   | Hospitalized (non-casualty)   | With the hospital address (Include ward and room number if known)  | Forward to addressee  |
| 7   | Due to arrive   | With date of receipt and date of arrival   | Hold  |
| 8   | Casualty  | Proper endorsement   | Forward after notification of next of kin (see DOD Postal Manual) |
|   | IF THE MAIL IS:   | THEN ENDORSE MAIL:   | AND:  |
| 9   | Missent   | Missent to (include your unit/MPO number)  | Forward to addressee  |
| 10  | Opened by mistake   | Opened by Mistake (if possible have the person who opened the mail sign their name next to the endorsement)  | Forward to addressee  |
| 11  | Balloting material  | Proper endorsement   | See DOD Postal Manual   |
| 12  | Addressed illegibly   | Illegible  | Return to Sender  |
| 13  | Addressed to a receptacle number not assigned to the MPO, and the correct MPO number is not known           | No Such Number   | Return to Sender  |
| 14  | Fails to bear a receptacle number or unit designation, and the correct address is not known                 | Insufficient Address   | Return to Sender  |
| 15  | Refused by addressee  | Refused or Refused by Addressee (if willing have addressee sign next to endorsement, if not clerk must sign) | Return to Sender  |
| 16  | Abandoned General Delivery not called for in 30 days/Receptacle mail not called for (See DOD Postal Manual) | Unclaimed  | Return to Sender  |
| 17  | Undeliverable as addressed. Standard Mail bearing endorsement, Return Service Requested.                    | Undeliverable as Addressed and Postage Due   | Return to Sender  |
| 18  | Addressed to Commander of a receptacle number but does not contain the addressee's name or unit number      | Insufficient Address   | Return to Sender  |
| NOTE: Rules 4 and 5 apply only when the addressee has requested forwarding service. |   |  |   |

Sender & Addressee same last name is an indication that the individual is expected to arrive.

**BOB C. SICK**  
**565 WAVERLY RD**  
**OCEAN CITY MD 21289**

**SK1 VERY C. PISTOL**  
**S-1 DIV**  
**USS NEVERSAIL (CG-10)**  
**FPO AE 09556-001**

INT BER POSTAL TNG ACT  
 DATE  
 TNG USE ONLY

24

|||||

**DISPOSITION: HOLD 30 JUL 01**

AO1118

For classroom purposes only, write the disposition of the article. See page ii of the handout.

Figure 11-18.—An example of an article depicting hold mail date.

DIRECTORY SERVICE

Name of Command

Date Rec'd 30 JUN 01

Date Fwd 31 JUL 01

Clerk MCH

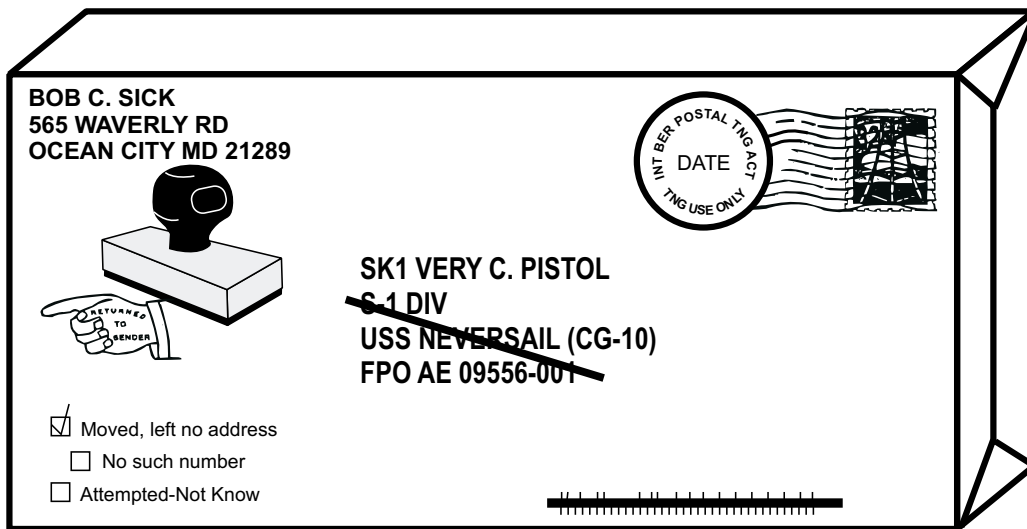
DATE MAIL IS RECEIVED

DATE MAIL IS RETURNED

INITIALS OF CLERK RETURNING THE MAIL

AO1119

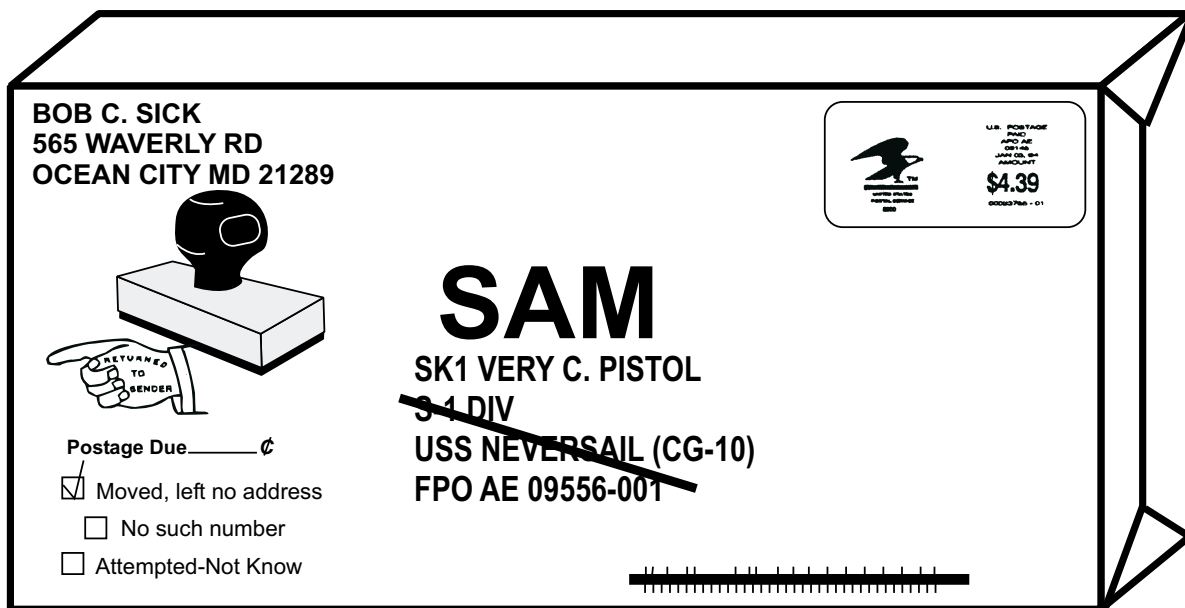
Figure 11-19.—An example of an article depicting return date.



DISPOSITION: **RETURN TO SENDER**

For classroom purposes only, write the disposition of the article. See page ii of the handout.

Figure 11-20.—An example of an endorsement on First-Class, and Priority Mail articles being returned to the sender when individuals are AWOL Over 30 Days.



DISPOSITION: **RETURN TO SENDER**

Figure 11-21.—An example of an endorsement on Standard Mail articles being returned to the sender when individuals are AWOL over 30 days.

refuses to do this, then the postal clerk must endorse the mail “REFUSED BY ADDRESSEE” date and sign it. Then the mail is returned to the sender.

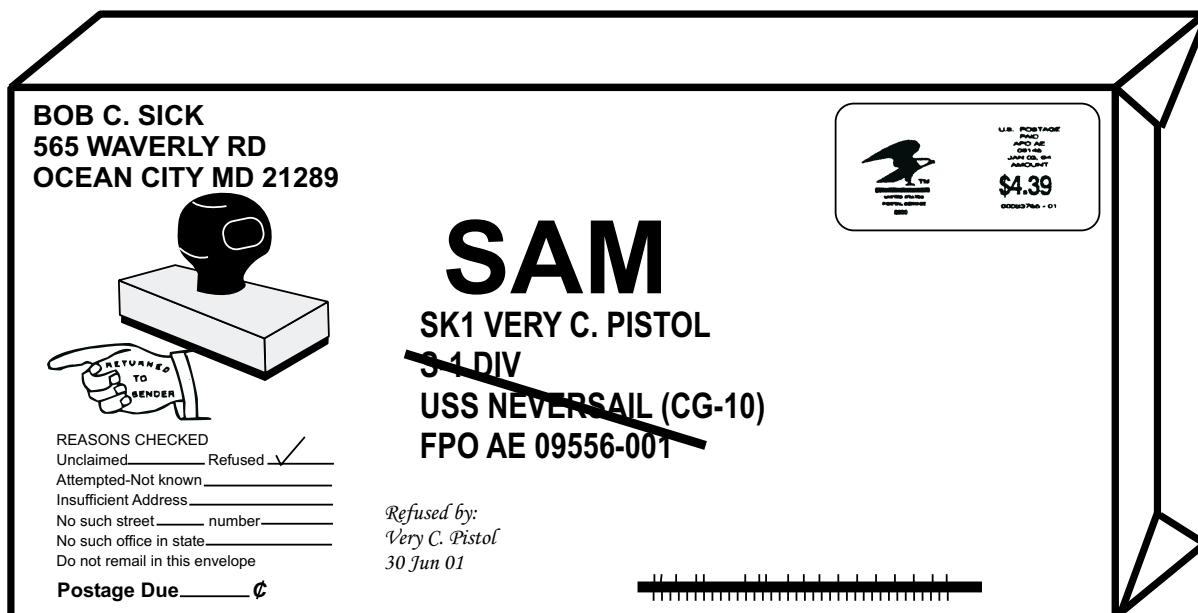
### INCORRECTLY ADDRESSED OR ILLEGIBLY ADDRESSED MAIL

Sometimes, while working at the directory section, you will receive mail that doesn’t have the correct

address, the address is not complete, or maybe the address is illegible (it can’t be read because the handwriting is bad or the address has faded out for different reasons). Every attempt should be made to deliver the mail to the addressee. Search the directory card files for the person’s name and address.

- If an address is found, write it on the item and deliver the item.





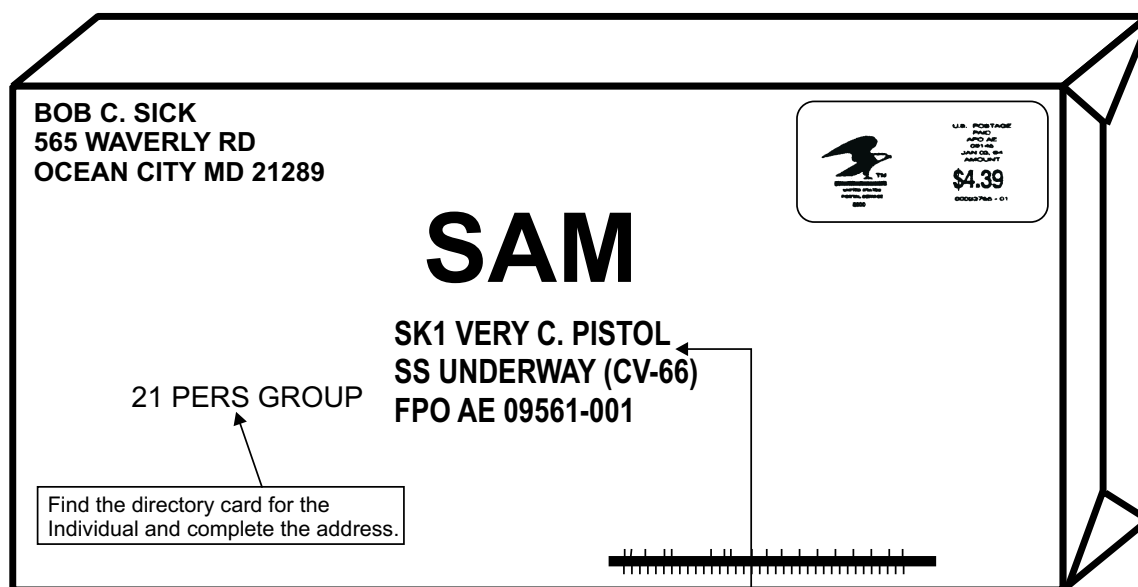
## DISPOSITION: RETURN TO SENDER

PCF1122

Figure 11-22.—An example of an endorsement on mail being refused by addressee.

- If part of the address is missing, write the missing information on the item and deliver the item (see figure 11-23).
- If a name or address cannot be found, return the item to the sender endorsed “ATTEMPTED, NOT KNOWN.”
- If the address is unreadable, return the item to the sender endorsed “ILLEGIBLE.”

First-Class Mail received from a mailer in quantities of 20 or more, addressed insufficiently or wrong, or containing an obviously incorrect or identical receptacle number used simply to obtain directory service will be returned to the sender endorsed “INSUFFICIENT ADDRESS.” Mail received from mailers who continuously mail quantities of less than 20 letters simply to circumvent the procedure given above, will also be returned to the sender endorsed “INSUFFICIENT ADDRESS.”



## DISPOSITION: DELIVER TO ADDRESSEE

PCF1123

Figure 11-23.—An example of a piece of mail depicting a correction on incomplete address.

## CASUALTY MAIL

Casualty mail is unique to the MPS. It can be divided into two categories, wartime and peacetime. Wartime casualty mail is mail that cannot be delivered or forwarded for various reasons. Also included in the casualty mail status are Missing in Action (MIA), and Prisoner of War (POW).

Hold mail for personnel who are killed in action (KIA) until absolute verification that the next of kin have been notified is received. This verification comes from the Command Element. This mail may be held as long as necessary to prevent inadvertent disclosure of casualty status before official notification of next of kin. Once verification has been received, then the mail should be returned to the sender or forwarded to the next of kin, accompanied by a letter from the Commanding Officer (refer to chapter 5 of OPNAVINST 5112.6).

For peacetime purposes, casualty mail refers to personnel who have died by accident or have been killed; personnel who are missing, or have been hospitalized. When a person dies, the procedures are the same as in wartime. Mail will be held until verification of death is received. Then the mail can be forwarded or returned as needed. Mail for personnel that are hospitalized can be forwarded once their hospital address is known, or the mail can be held until the person returns to the command or unit.

Endorse casualty mail as follows:

- **DECEASED.** When the member has died and next of kin has been notified.
- **SEARCH.** When the member's status is unknown and the mail is being forwarded to the MPO or casualty mail section.
- **PATIENT.** When the member has been hospitalized and the hospital is known (also include the ward number and current hospital address).
- **HOSPITAL SEARCH.** When the member is evacuated through medical channels to an unknown hospital and mail is being forwarded to a casualty mail section.

Under no circumstances should the endorsements **MISSING**, **KILLED IN ACTION**, or **WOUNDED** be placed on casualty mail.

## DEAD MAIL

Dead mail is undeliverable matter that cannot be returned to the sender. Some reasons mail cannot be returned to the sender include:

- Sender is unknown.
- Classification of the mail does not entitle it to return service.

Process dead mail as follows:

- Endorse the article with the reason for non-delivery. If the addressee is unknown, then endorse it "ATTEMPTED, NOT KNOWN."
- Prepare a PS Label 22, Dead Mail Matter (see figure 11-24). When the volume of dead mail is more than one item, bundle the mail. Prepare a PS Label 22 and attach it to the top item only. Each dead parcel must have a PS Label 22 attached to it.

Send all dead mail, except unendorsed Standard Mail (A), to the respective Mail Recovery Center

The diagram shows a PS Label 22, Dead Mail Matter, with the following components and annotations:

- Top Box:** "Enter the respective MRC address base on your theater of operation." with an arrow pointing to the address field.
- US POSTAL SERVICE:** "First Class Mail Postage & Fees Paid USPS Permit No. G-10".
- FOR MAIL RECOVERY CENTER:** "At ST PAUL MN 552001-9609" with an arrow pointing to the address field.
- DEAD MAIL MATTER:** "use this label for transmitting dead mail."
- POSTMARK OF MAILING OFFICE:** A circular postmark with "INT BER POSTAL TNG ACT" around the top, "30 JUN 2001" in the center, and "TNG USE ONLY" around the bottom. An arrow points to it from the "Postmark with the APDS." box below.
- Bottom Box:** "Postmark with the APDS."
- Text at the bottom:** "Label 22, December 1994" and "PCf1124".

Figure 11-24.—An example of a completed PS Label 22, Dead Mail Matter.

(MRC) for your area. Unendorsed Standard Mail (A) articles are disposed of as waste. The complete addresses for the MRCs can be found in chapter 6 of the POM (see table 11-6).

## MAIL FOR DECOMMISSIONED SHIPS AND DISESTABLISHED STATIONS

The administrative commander for ships and mobile units and the CNO area coordinator or area commander for other disestablished or decommissioned activities will designate an activity to perform directory service for mail received for the decommissioned unit. Directory service will be performed by the designated command for a period of 60 days after decommissioning. During this time personal mail will be forwarded and official mail screened for necessary action or other appropriate disposition. Mail received after expiration of the 60-day period will be returned to the sender endorsed to show the activity was decommissioned.

There is an exception. After the expiration of the 60-day forwarding period, obvious value supply parcels addressed to decommissioned units should continue to be forwarded to the appropriate commander for disposition pending publication of the decommissioning. The command listings are deleted in serial changes to the SNDL. Obvious supply parcels received at the JMPAs subsequent to publication in the SNDL will be returned to the mailer endorsed to indicate that the unit has been decommissioned.

In no case may official mail addressed to a United States ship be forwarded unopened to the new title of that ship when it has been stricken from the Navy List and transferred to a foreign government or to the Merchant Marine service.

Personnel assigned as MPCs, mail orderlies, or to other positions where their duties involve the receipt and delivery of unopened mails normally are not assigned to duties involving opening and screening of official mail.

Commanding officers of ships and activities being decommissioned or placed in the reserve fleet must furnish the activity designated to provide directory service with a complete directory of officers and enlisted personnel. This directory must show the new duty station of each crewmember, or, in the case of personnel separated from the service, the forwarding address furnished by the individual. The designated activity should destroy this directory information upon completion of the 60-day forwarding period.

The command being disestablished should inform the appropriate mail-routing authority or postmaster of the date desired for routing of mail to the unit that will provide directory service for the decommissioned unit.

*Q11-16. List the three endorsements that should NEVER be placed on casualty mail.*

*Q11-17. Directory mail service for a decommissioned ship will be performed by a designated activity for what period of time?*

Now turn to appendix I to check your answers.

**Table 11-6.—Addresses for Mail Recovery Centers**

|  |   |
|--|---|
| FPO AE addresses send dead mail to:  | ST PAUL MAIL RECOVERY CENTER<br>US POSTAL SERVICE<br>180 KELLOGG BLVD E<br>ST PAUL MN 55101-9609          |
| FPO AA addresses send dead mail to:  | ATLANTA MAIL RECOVERY CENTER<br>US POSTAL SERVICE<br>5345 FULTON INDUSTRIAL BLVD<br>ATLANTA GA 30336-9590 |
| FPO AP addresses send dead mail to:  | SAN FRANCISCO MAIL RECOVERY CENTER<br>US POSTAL SERVICE<br>390 MAIN ST<br>SAN FRANCISCO CA 94105-9602     |
| Do not send IDS articles to the addresses given above. Each theater of operation has a designated Dead Mail section where these articles are sent. |   |